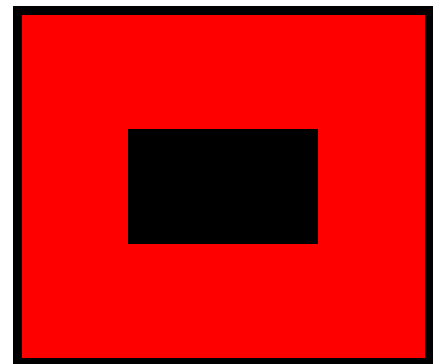
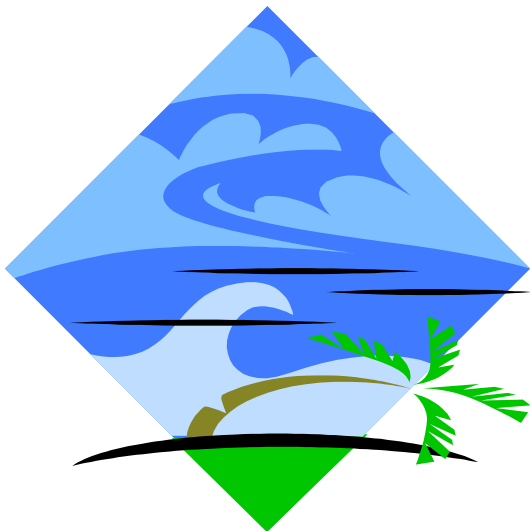




# TOWN OF SOUTHERN SHORES

# EMERGENCY MANAGEMENT PLAN

June 2007



## SOUTHERN SHORES EMERGENCY MANAGEMENT TEAM 2007

The Town of Southern Shores utilizes National Incident Management System (NIMS) and an Incident Command System (ICS) in response to all emergencies regardless of size and complexity. The ICS is composed of paid staff and volunteers – ALL of whom are critically important to the provision of vital services to the public. The Incident Commander is in responsible for preparing for all emergencies and coordinating the activities of the Emergency Management Team. Officers for each function are expected to prepare for emergencies and be ready to manage their functional areas before, during and after an emergency with little direction but with much support.

### Emergency Operations Centers:

**Small Incidents** (major traffic accidents and nuisance flooding): Pitts Center; Second Floor Conference Room

**Major Incidents:** Second Floor; South Fire Station

- 1) Incident Command – Town Manager: Overall coordination of incident. Provide support, resources and coordination of activities, personnel and resources to prepare for, manage through, and commence restoration relating to any emergency incident.
  - a) **General Support** - Administrative Assistant to Town Manager: General organization and administration. Assist Incident Command as needed. Organize move of computers, copier and office functions from Town Hall to EOC. Coordinates volunteers and assigns as directed by Incident Command. Work with Vital Records Officer to keep general log of incident.
  - b) **Outside Phones/Inquiries; Utility Infielder** – Administrative Support Assistant
- 2) Public Information – Mayor; **SOLE SOURCE** of information to media and general public; Backed up by Mayor Pro Tem and available Council Members. Administrative support provided by Administrative Support Assistant.
- 3) Liaisons - Town Council members stay in contact with and act as liaison with boards and groups of whom they are members
  - (1) **Dare County Control Group** – Mayor; backed up by Mayor Pro Tem and Town Council members. Coordinate with outside agencies, other municipalities, state, etc., coordinates their needs in our jurisdiction; determine what they can do for us.
  - (2) **SSCA** – Council Member; backed up by Council Members who are members of SSCA
  - (3) **CPOA** – Council Member; backed up by Council Members who are members of CPOA.
- 4) Damage Assessment - Code Enforcement Administrator; Supervise resources arrangements and damage assessment. Provides Incident Command with information on all damage; reports damage to County and other appropriate authorities.
  - a) **Streets, Roads and Bridges** - Town Engineer; assess structural safety of roads, bridges and public buildings, monitor for sanitation problems.
  - b) **Residential and Commercial Damage** - Building Inspector and Fire Inspector; canvas Town for damage to residential and commercial structures/property and utility systems.
  - c) **Restoration Permits** -Permit Officer; provides administrative support to damage assessment teams. Develops mapping and other information tools/materials for use by Damage Assessment, Public Information and Incident Command.
  - d) **Administrative Support** – Administrative Support Assistant; provides administrative support to entire damage assessment team. Supervised by Damage Assessment Officer.

- 5) Law Enforcement - Police Chief; Supervise law enforcement, traffic control and re-entry. Protect community from looting, assist public, and assist in search and rescue.
- 6) Fire Suppression and General Public Safety - Fire Chief; Supervise alerting and evacuation of public. Supervise fire suppression and search and rescue. Supervise the management and housekeeping for the EOC and communications room. Liaison with emergency medical services.
  - a) **Food and Nutrition** – Chairperson, Fire Department Support Group; Provide food and nutrition for Emergency Management Team, volunteers and those lodged at Kitty Hawk Elementary School during operation of EOC.
  - b) **Lodging** – Fire Chief; Coordinate/provide lodging facilities in South Fire Station and Kitty Hawk Elementary School for Emergency Management Team, volunteers, Dare County EMS, Highway Patrol and other outside agencies as assigned to our facilities.
- 7) Ham Radio Operations – Coordinator of ham radios at EOC and organization of Southern Shores Ham radio operators during emergency, check equipment and recommend improvements.
- 8) Finance – Finance Officer; Collects, maintains and reports on financial transactions, including possible reimbursable expenses. Advises Incident Command on financial resources available; manages banking and treasury functions; Reviews insurance and FEMA rules for possible reimbursement.
- 9) Vital Records – Town Clerk; Protects vital Town records – both paper and digital media - and contracts. Protects office equipment. Manages meeting arrangements of Town Council and keeps public records. Maintains public records and provides copies as needed. Maintains general historical record of incident.
- 10) Public Facilities – Public Works Supervisor; Secures municipal facilities pre-storm and post-storm; Works with Damage Assessment Team Leader in assessing public facilities post-storm. Re-opens public facilities and supplies equipment for post-storm activities. Provide support with emphasis on clearing streets and restoring damaged municipal facilities.

# EMERGENCY MANAGEMENT PLAN

## SCOPE OF OPERATIONS

### Introduction

The primary purpose of the Emergency Management Plan for the Town of Southern Shores, in any emergency, is to prepare for those first hours immediately after the emergency when the Town must largely care for itself until we re-connect to the outside world.

### Specific Goals

1. Preserve law and order.
2. Provide fire response.
3. Locate and rescue those in danger.
4. Provide first aid to those in dire need.
5. Evaluate and preserve structural safety immediately after the emergency.
6. Document carefully, and in required ways, to obtain state and federal funds.

### CRITICAL ASSUMPTIONS FOR THE TOWN OF SOUTHERN SHORES

1. All residents will not evacuate despite warnings.
2. Roads will be impassable. Power and phone service will be down, eliminating contact with and assistance from outside of Southern Shores for 24 to 72 hours, (perhaps longer) after the storm. Water may be turned off.
3. Immediate “pre” and “post” emergency management will likely have to come from within the town boundaries, or immediately contiguous to those boundaries.
4. All requests for assistance from within the town, whether emergency, urgent, or necessary in priority, must be responded to by resources within the town. These requests could entail need for law enforcement, fire suppression, rescue, medical assistance, and help with structural repair, etc.
5. Routine provisions, like shelter, food, water, sanitary necessities, and minor first aid care and supplies will become a town concern.
6. Town Hall complex will be threatened by high winds, with threat to vital records.
7. Small staff will be over taxed and some staff and council members will be unavailable.
8. Because of small staff and elected officials who may be out of town during a major storm, few people will have to do the job of many, and may have to be augmented by additional volunteers.

## Summary

We must plan our activities well in advance of the emergency, and implement all actions necessary to carry out the plan as soon as possible. This Scope of Operations serves as a checklist to assist those of us who are charged with hands-on provision of services during extraordinary times.

The Scope of Operations addresses everything from battening down Town Buildings to preparing an emergency package of vital records to take away from Town Hall so that, in the event Town Hall is demolished, operations can be set up elsewhere on a minimal basis.

Telephone lists have been compiled so that critical contact can be made during the emergency; a rally point may be designated where those critical staff who leave the area can meet and be flown or ferried back to assist after the storm; and cellular phones and radios have been purchased so we can stay in contact with each other.

Agreements have been made with providers of bottled water to place supplies in Town before a storm and after (if needed). Arrangements for certain heavy equipment may be made for movement into Town after an event. Diesel fuel and gasoline supplies and pumping capability have been arranged. Agreements with different vendors have been made to have access to their businesses and services.

Emergency Management Center (EMC) has cots, necessary equipment and food to provide shelter for our emergency team. List of volunteers offering everything from medical skills, damage assessment and office help are on hand and they have been given re-entry passes and instructions.

The Inspections Department will head up damage assessment, and start the mitigation plan after the storm has passed.

We will hold a plan review at least once annually and follow-up evaluations will take place after any storm generating significant damage.

To achieve all of the above the following must be done well before any hurricanes each year:

- Ask for and keep list of all volunteers
- Have meeting with all volunteers and team members to review plan and procedures
- Test all equipment, radios, phone and TV's
- Send out agreement letters to vendors, get contact numbers

## SCOPE OF OPERATIONS - HURRICANE

Scenario: Under ideal circumstances, tracking begins days before landfall of a major storm in Southern Shores. Landfall meaning the arrival of winds at speeds of 34 knots, or 40 miles per hour or more. The National Hurricane center will attempt to issue evacuation recommendations 72 hours prior to landing.

ACTIVE RESPONSE BEGINS AT:

**48-72 hours to landfall** (OR when the county EMC is operational).

- Southern Shores Emergency Management Team meets to review activity schedules. (See EM Team and organization chart)
- Radios are distributed and field-tested; flashlights, first aid kits, generators, etc.
- Volunteers contacted to determine their intentions.
- Town passes logged and distributed.
- Supply resources alerted; agreements may be activated.
- Building inspector canvasses town for flying debris.
- Mayor contacts council members.
- Provisions purchased by FD for EMC and FD members.
- Make preparations to control traffic to allow only resident and property owners onto Southern Shores' streets.
- Conduct evacuation when Dare County orders.

**24 hours to landfall.**

- Town EMC is activated at the south fire station.
- Mayor notifies county EMC that town is on standby.
- Supply resources are called to stage bottled water. Contact lines with supplier management verified, access to supplies/equipment secured.
- All vehicle gas tanks are topped off.
- Prepare emergency data pack to take from office to out of area. Increase cash on hand.
- Prepare town offices internally. Move staff to EMC; transfer phone number to EMC.
- Activate control of Town web site at EMC.

- Council watch schedule established.
- Review status of staging area, contracted services, and goods.
- Activate call sheet and track whereabouts and plans of council and town staff. Remind them of out of area rally points if personal plans are to evacuate.
- Activate call sheet of special needs to see who has remained behind and what their needs are.

### **12 hours to landfall and landfall.**

- Evaluate need to issue proclamations for Municipal State of Emergency.
- Warning to visitors and residents to seek safe shelter.
- Police Department moves to EMC on completion of evacuation.

### **\*\*\*LANDFALL\*\*\***

### **2 to 4 hours AFTER landfall.**

- The Team meets at EMC, to include member of police and fire departments.
- Submit initial situation/damage report to county.
- Critical staff assembles at EMC.
- Coordinate volunteers. Assign those with medical/counseling skills and others to assist rescue and clearing efforts, others to assist EMC with incoming requests.
- Suppress fire and crime.
- Fire and police (as possible) and contractors begin immediate street clearing and search and rescue operations.
- Attempt to contact county.
- Engineer to inspect bridges.
- Activate damage assessment team; conduct initial survey, and develop review plan of attack.
- Staff & volunteers to begin lost-people log, damage expenditure tracking, and record keeping.
- Initiate public information program as feasible. Re-evaluate need for proclamations for municipal State of Emergency.

#### **4 to 6 hours after landfall.**

- The Team meets every 2 hours as necessary to evaluate damage, make assignments, and adjust decisions.
- Continue damage assessment field work, prepare reports.
- Evaluate sanitation, safety situation needs.
- Assess critical supplies availability; survival of grocery, pharmacy, hardware, etc. Arrange access.
- Activate debris, burning location and staff.

#### **6 to 8 hours after landfall.**

- Activate mitigation ordinance.

#### **KEY LOCATIONS**

Emergency Management Center (EMC)  
South Fire Station

Emergency Staging Area (ESA)  
Marketplace

Rally Points (for critical staff and council)  
To be determined by County

Debris Sites  
Sea Oats Park/Soccer Field  
Duck Woods County Club  
Top of East Dogwood across from Hillcrest

Holding Area (for donated goods)  
Marketplace

Morgue: Medical Offices along Juniper Trail



## TOWN OF SOUTHERN SHORES

### EMERGENCY COMMUNICATION

EMC: VHF base; ham radio; UHF base

Incident Commander: VHF portable; cellular phone; pager (Town);  
pager (County)

Police: UHF base; UHF portable; cellular phone;  
VHF base; VHF portable;

Fire: VHF base; VHF portable; cellular phone

Public Works: UHF portable; cellular phone

Safety Officer (Engineer): UHF portable;

Logistics Chief: UHF; cell

## **VOLUNTEER GUIDELINES**

Here are a few guidelines and instructions for our emergency volunteers to follow;

1. The Town will keep everyone informed about a possible upcoming event (e.g. hurricane) and the Town's emergency operations by email as long as possible. We will inform you when the Southern Shores Emergency Operations Center (EOC) is activated and emergency operations are moved to that location. The Southern Shores EOC at the South Fire Station (15 S. Dogwood Tr. across from Kitty Hawk Elementary School) has computers, generators, food prep, etc.
2. When an evacuation is ordered, everyone should leave except the Southern Shores Emergency Management Team (as designated by the Incident Commander). As you are evacuating, stop by Town Hall for a special re-entry pass. If you are going to be out of town and a storm is brewing, you can pick up the re-entry pass at Town Hall. We ask that you return the passes on your return. If the Emergency Management Team is evacuated (e.g. Cat 4 or 5 hurricane), you will be advised by email/cell/media/phone when they return and that the Southern Shores Emergency Operations Center is again operational.
3. After the storm, (severity of the event, will determine what help is needed), call Town Hall/ Southern Shores EOC first 252-261-2394 and ask if help is needed. If phone lines are down, report to the South Fire Station, 15 South Dogwood Tr. (across from Kitty Hawk Elementary School). If the roads are blocked, help your neighbors or help clear the streets. Town and Fire personnel will begin clearing the main roads working their way through Town. On their heels will be damage assessment team members. (Please report all damage to 261-2394)